

LAKE HAVASU CITY, ARIZONA

CLASS SPECIFICATION

CLASS TITLE: Computer Operations Specialist

BAND	GRADE	
NE	619	
DEPARTMENT: Finance	ACCOUNTABLE TO: Varies	FLSA STATUS: Non-exempt
CLASS SUMMARY: Incumbent is responsible for the maintenance and upkeep of computer systems. Duties include: monitoring and maintaining systems; generating reports; writing clear and concise computer user instructions; providing technical support; installing and training others on use of software applications; assisting in the installation, maintenance and repair of network systems; performing data entry; and, ordering computer supplies.		
DISTINGUISHING CHARACTERISTICS: The Computer Operations Specialist is distinguished from the Network Administrator in that the Computer Operations Specialist provides hardware and software support by performing routine maintenance and problem resolution on computer systems and software applications.		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary. The job description does not constitute an employment agreement between the employee and the City and is subject to change as needs and job requirements change.)	FREQUENCY	
1.	Monitors and maintains computer systems by troubleshooting and repairing hardware and software problems and creating control user/device profiles.	Daily	
2.	Installs and troubleshoots software applications and network conflicts.	Daily	
3.	Responds to and completes requests for computer services from various City departments.	Daily	
4.	Provides training for users such as one on one and classroom instruction.	Daily	
5.	Performs data entry and generates monthly and statistical reports.	Daily	
6.	Installs computers and related peripheral equipment.	Weekly	
7.	Researches and orders equipment and supplies for computers and peripherals.	Monthly	

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8.	Writes clear and concise computer user instructions.	Monthly	
9.	Provides backup support for Network Administrators.	As Required	
10.	Perform other duties of a similar nature or level.	As Required	

Knowledge (position requirements at entry):

Knowledge of:

- Hardware and related peripherals;
- MS Office software packages;
- AS400 and WAN-LAN Networks; Ethernet Topology, Cabling, Hubs, Switches and Routers;
- Computer security policies and procedures.

Skills (position requirements at entry):

Skill in:

- Installing hardware and software;
- Applying backup and recovery procedures;
- Operating a variety of computer hardware, peripherals and software applications;
- Troubleshooting hardware and software problems;
- Training others on software applications;
- Problem solving;
- Cabling;
- Writing queries;
- Writing operational procedures for instructional manuals;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

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Training and Experience (position requirements at entry):

Associate's Degree in computer systems and operations or a related field and five years experience working with computer systems preferably using Microsoft software associated with Windows XP and 2003 server operating systems; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (position requirements at entry):

Positions require:

- Valid Arizona Driver's License.

Physical Requirements:

Positions in this class typically require: stooping, kneeling, crouching, crawling, reaching, sitting, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, repetitive motions, confined space and climbing to heights in excess of 15 feet.

Incumbents may be subjected to electrical currents.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Classification History:

Draft prepared by Fox Lawson and Associates LLC (BEO)

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